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SENATE JOINT RESOLUTION 833
By Ramsey

A RESOLUTION to honor and commend Fred "Pal" Barger, Thom Crosby, and Pal's Sudden Service upon receipt of the Malcolm Baldrige National Quality Award in 2001.

WHEREAS, it is fitting that this legislative body recognize those local establishments that strive for excellence in performance; and

WHEREAS, Pal's Sudden Service is one such fine institution that was recently awarded the coveted Malcolm Baldrige National Quality Award and the Tennessee Quality Excellence Award; and

WHEREAS, Congress established the award program in 1987 to recognize American organizations for their achievements in quality and business performance and to raise awareness about the importance of quality and performance excellence as a competitive edge; and

WHEREAS, named after U.S. Commerce Secretary Malcolm Baldrige, who died in 1987, the award may be given in each of five categories: manufacturing, service, small business, education, and health care; Pal's was awarded in the small business category; and

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WHEREAS, Pal's Sudden Service, established by Fred "Pal" Barger in 1956, began with a single store and a dream in Kingsport, Tennessee. Today, the organization employs more than 400 people at 17 stores from Bristol, Virginia, to Morristown, Tennessee, consistently outperforming national burger chains in customer satisfaction, sales per labor hour, health inspections, and profit per store. Additionally, Pal's employee turnover rate is less than one-third of the industry standard; and

WHEREAS, first benchmarking successful restaurants nationwide, Pal's developed a new drive-thru store concept designed for ultra-efficient operation and fast service; best known for the giant hamburger, hot dog, fries, and soft drink that adorn the roof of each store, the outlandish design belies the process systems inside, which are at the heart of the company's success; and

WHEREAS, the U.S. Commerce Secretary's announcement of the 2001 Malcolm Baldrige National Quality Award marks the first time a restaurant company of any type has won the prestigious award and the third time a Tennessee-based company has been so recognized; and

WHEREAS, Fred "Pal" Barger and Thom Crosby, Company President and CEO, officially received the Malcolm Baldrige National Quality Award from President Bush at ceremonies in Washington, D.C.; and

WHEREAS, since 1988, fewer than 50 companies have earned the award that is considered to be the highest quality achievement for business in the United States; and

WHEREAS, it is an honor that this General Assembly pause in its deliberations to salute Pal's Sudden Service for their national recognition; now, therefore,

BE IT RESOLVED BY THE SENATE OF THE ONE HUNDRED SECOND GENERAL ASSEMBLY OF THE STATE OF TENNESSEE, THE HOUSE OF REPRESENTATIVES CONCURRING, That we commend and congratulate Fred "Pal" Barger, Thom Crosby, and Pal's Sudden Service for their receipt of the 2001 Malcolm Baldrige National Quality Award.

BE IT FURTHER RESOLVED, That an appropriate copy of this resolution be prepared for presentation with this final clause omitted from such copy.